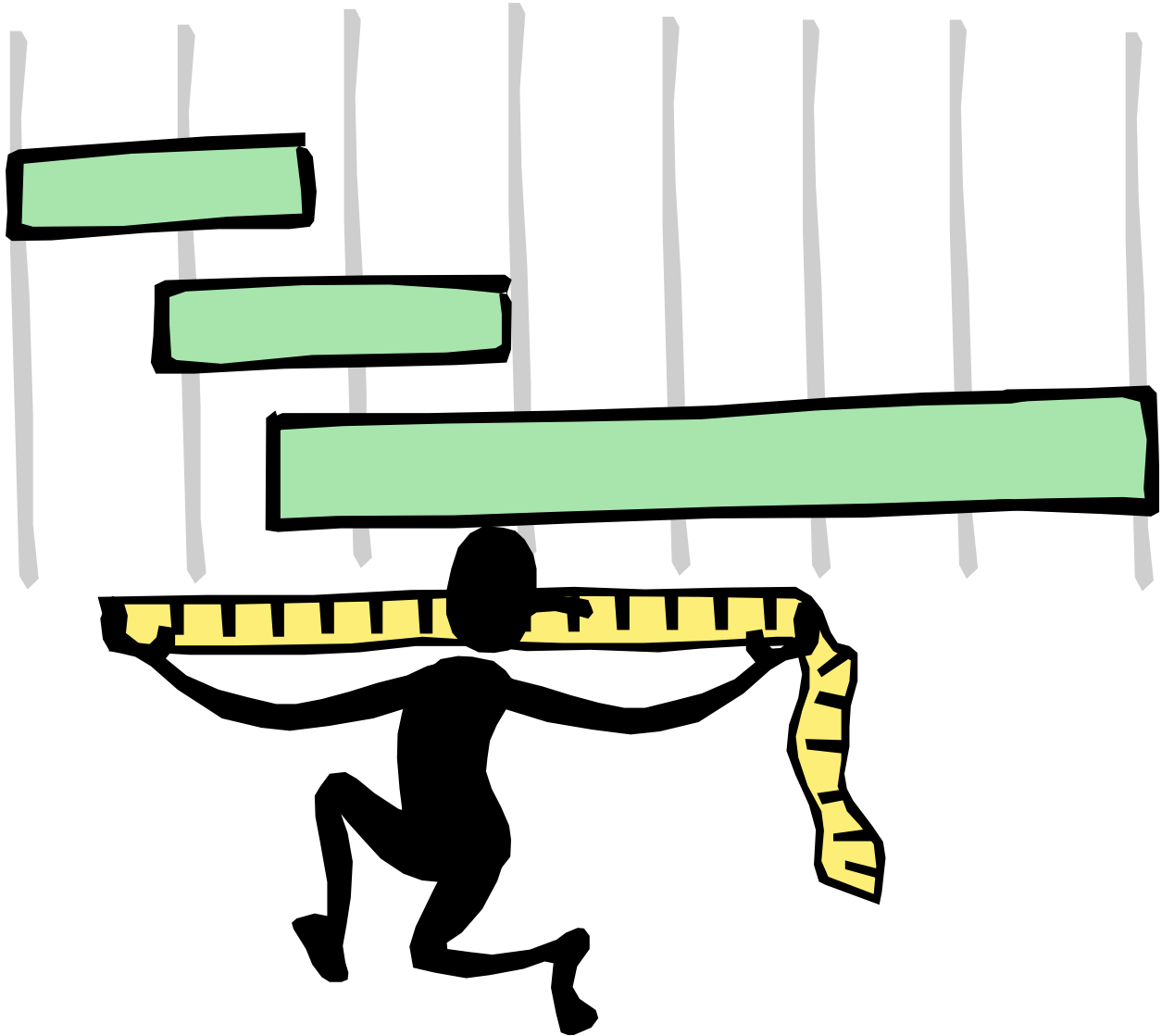


Liberty



**MWR Program
Standards and Metrics**

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LIBERTY PROGRAM ACCREDITATION

INTRODUCTION

About Program Accreditation

PREFACE

Program accreditation was developed to accomplish the N-46, Navy-wide requirement to develop and implement program operating standards and metrics.

Metric: *"A quantifiable measure (not the measurement itself) made over time, which communicates vital information about the quality of a process, activity, or resource."*

"A metric may be subjective, relative or absolute."

Ben Barrow, Phoenix AZ, 2000.

The focus of the initiative is on all Navy programs funded by appropriated funds (APF). The desired outcome of the initiative is to help Navy senior leadership make funding justifications, choices, and decisions.

GOALS

The following goals will be achieved by applying program standards and metrics.

1. Establish Navy-wide standards or reference points in the areas of service delivery, cost, and efficiencies and establish metrics to measure how individual programs, regions, and Navy MWR overall is doing in relation to these standards.

**GOALS
(cont.)**

2. Show how MWR is linked to Navy readiness, retention, and mission and answer the following questions all competitors for APF funding must answer:
 - "Why is the program important to the Navy?" and,
 - "What do we lose in the way of readiness, retention, or mission accomplishment if the program is partially or not funded?"
 3. Starting with POM-04, use program standards and metrics to build MWR's funding requirements for each POM and PR cycle. (i.e., to calculate how much APF MWR funding is required as part of the Navy's resource programming process.)

(This is the process every APF competitor must use to justify his/her program needs.)
 4. Identify program priorities. (e.g., What is funded first? What is funded last? What is funded fully? What is funded partially?and, Why?)
 5. Identify and employ standard data collection systems and applications to examine and assess the standards and metrics for each identified MWR program.
 6. Ensure the program standards and metrics data can be used by anyone to determine (compare) how similar programs are doing within regions and throughout Navy MWR.
 7. Identify efficiencies and best practices that can be shared and/or duplicated within regions and throughout Navy MWR.
-

BACKGROUND

In the fall of 2000, a Navy MWR Integrated Process Team (IPT) steering group began the program accreditation project by:

- Establishing a steering group.
- Identifying key members from N-46, PERS-65, Navy regions, and from among Navy MWR directors to participate on various project teams.
- Adopting a metrics "model" to help organize and prioritize standards for each program.
- Determining how to proceed with the establishment of standards and metrics.
- Identifying the initial MWR programs to be studied.

The initial MWR programs studied represent more than 80% of the APFs used by MWR, exclusive of the Child Development program, which was studied separately.

- Fitness.
- Liberty/Single-Sailor.
- Libraries.
- Fleet/Isolated Motion Picture (MOPIC).
- Youth Activities/SAC.
- Outdoor Recreation.
- Information, Tickets and Tours (ITT).

The IPT used the following project procedure:

- Define and agree on project goals and objectives.
- Divide the project team into work groups and assign responsibilities and tasks.

**BACKGROUND
(cont.)**

The project team work groups included:

- Program Support.
 - MWR MACRO Standards.
 - MIS Applications.
 - Research.
 - Communications.
 - Best Practices.
- Direct the development of an accreditation program for MWR programs that consists of two major parts:
 - Program Standards.
 - Customer Service.
 - Provide MWR program metrics and standards for:
 - Personnel.
 - Facilities.
 - Programs/Programming.
 - Equipment.
 - Administration.
 - Prepare evaluation/accreditation tools.
 - Develop directions for assessing and comparing an MWR program's current condition to the specified program standards and for using the metrics evaluation/accreditation tools.
 - Test standards and metrics and adjust as needed.
 - Publish program standards and metrics for each MWR program to be studied.
-

**WHAT THIS
PROGRAM
WILL AND
WON'T DO**

What this accreditation program does:

- It publishes standards to which you are to compare your MWR program.
- It provides the metrics and assessment tools which you will use to compare your MWR program to these published standards.

What this program does NOT do:

- It does not tell you what you should do to run your MWR program, or how you should run it.
 - It does not tell you how to close the gap between these published standards and your MWR program, if one exists.
-

**HOW TO
USE THIS
DOCUMENT**

Each accreditation booklet is tab-divided into the following nine sections:

- Table of contents.
- Introduction.
- Measurement 1 -- Personnel.
- Measurement 2 -- Facilities.
- Measurement 3 -- Programming.
- Measurement 4 -- Equipment.
- Measurement 5 -- Administration.
- Section 2 -- Customer Service.
- Bibliography and Work Sheets.

The program standards are found after the appropriate metric for each program measurement area. The worksheets for each metric follow the standards in each section.

The Table of Contents is used to locate specific metrics and standards and metrics information.

**HOW TO
USE THIS
DOCUMENT
(cont.)**

This Introduction section explains the project, methods, and use of the directive.

The sections tabbed "Metric X -- Title" contain the metrics and standards and for one of the five major measurement areas.

The bibliography lists the sources from which the standards were developed-this section has not been completed and is not included in this package.

SOURCES

The standards published in this document drew on the following:

- Existing, official DoD and/or DON instructions/policy.
 - Generally accepted industry and/or professional standards, recommendations, and/or guidelines.
 - Best MWR and/or business practices.
 - The experience of the project team members.
-

ASSISTANCE

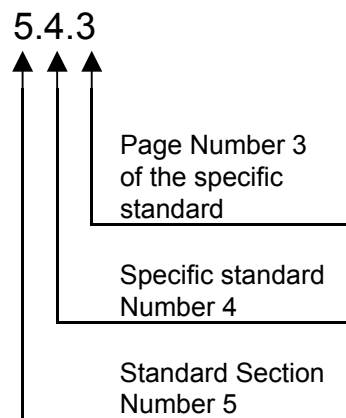
If you have questions regarding this accreditation program, please contact the appropriate PERS-65 program manager. Use the address and phone numbers below for general information, assistance and routing.

NAVY PERSONNEL COMMAND
NAVY MWR DIVISION (PERS-654)
5720 INTEGRITY DRIVE
MILLINGTON TN 38055-6540

DSN		882-6717
COM	(901)	874-6717
FAX	(901)	874-6847
INTERNET		pers654@persnet.navy.mil

PAGE NUMBERING

This booklet uses the following page numbering format:



Some of the tabbed sections use a page numbering system that uses the title of the enclosure and a sequential page number. (e.g. **Intro - 7 (this page)**, **B&F - 2**, etc.)

**INDIVIDUAL
STANDARD
NUMBERING**

The specific standards in each section use a numbering system that matches the Metric number.

Example:

- 1.0 is for Personnel metrics and standards.
 - "Percent Authorized Staffing" is the first of four metrics in this area and is numbered 1.1.
 - The standards within 1.1 – Percent Authorized Staffing, are numbered:
 - 1.1.1
 - 1.1.2
 - 1.1.3
 - If a standard needs to be further defined, the following numbering system is used:
 - 1.1.4
 - . 1.1.4.1
 - . 1.1.4.2
 - . 1.1.4.3
-

**STANDARDS
CONTINUUM**

As you will see, the accreditation processes result in scores that, through the use of work sheets, tables and simple arithmetic, equate to the following:

10	C1	Fully Operational
9		
8	C2	Operational with some deficiencies
7		
6	C3	Operational with serious deficiencies
5		
4		Not operational
3		
2		
1		
0		

NOTE: The standards scoring methods calculate to scores between 1 and 10.
--

**TRUTH IN
ADVERTISING**

This is the paramount accreditation direction.

DO NOT use the metrics/standards work sheets to make your MWR program look a bit better (or worse) than it actually is.

The purpose of this process is to justify full funding with regard to Navy readiness, retention, and mission.

GLOSSARY

The following abbreviations, acronyms, and definitions apply to this PS&A directive.

BOS	Base Operating Support
IPT	Integrated Process Team
M/S	Metrics/Standards (and vice-versa)
NPRST	Navy Personnel Research Studies and Technology
PET	Program Enhancement Teams
POM	Program Objective Memorandum
PR	Program Review
PSG	Program Support Group
S/M	Standards/Metrics (and vice-versa)
Benchmark	A performance reference point.
Charts	Used to graphically display metric results. The chart itself is not a metric.
Counts	A statistic/measurement that can result in a metric. However, statistics do not necessarily give a measure that will drive appropriate management action.
Measurement	Actual value of a metric.
Metric	A quantifiable measure (not the measurement itself) made over time, which communicates vital information about the quality of a process, activity, or resource. A metric may be subjective, relative or absolute. A metric is means to an end--not the end itself.
Standard	Conformance boundaries set to achieve a desired performance category. (e.g., max, min, avg, etc.)
Status Measure	A one time measurement that conveys little trend information. (Such as data in a pie chart.)
Metric Attributes	<ul style="list-style-type: none">• Meaningful to the customer• Tells how well organizational goals are being met through measured processes• Simple, understandable, and repeatable• Unambiguously defined• Shows a trend• Its data is easy and economical to collect• Timely• Drives appropriate management action

**LIBERTY PROGRAM STANDARDS
PERSONNEL**

METRIC 1.1

Percent of Compliance With Staffing Standards

PURPOSE OF THIS METRIC	To measure the level of staffing at Liberty Centers as compared to standard staffing standards for comparable size programs throughout the Navy.
REFERENCES/ SOURCES	<ul style="list-style-type: none">• BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
NOTES	The Navy’s Liberty program has a direct influence to Quality of Life enhancement within the single and unaccompanied active duty population. Quality Liberty programs are a result of professional and qualified staff with the resources to successfully provide desired activities, events, products and services to the customer/patron.

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Standards

1.1.1 Liberty programs will be staffed in accordance with the appropriate staffing standard shown below. Numbers in parentheses refer to total active duty population.

A. Extra Large Installation: (>14,000)

1 – Liberty Program Coordinator, Full-time (GS 9-11/NF 4)

2 – Program Assistant, Full-time (GS 5-7/NF 3)

*Program Leaders (GS 3-4/NF 2) Part-time (500 man hours per year, per 1,000 population)

B. Large Installation: (7,001-14,000)

1 – Liberty Program Coordinator, Full-time (GS 9-11/NF 4)

1 – Program Assistant, Full-time (GS 5-7/NF 3)

*Program Leaders (GS 3-4/NF 2) Part-time (500 man hours per year, per 1,000 population)

C. Medium Installation: (3,001-7,000)

1 – Liberty Program Coordinator, Full-time (GS 7-9/NF 4)

1 – Program Assistant, Full-time (GS 5-7/NF 3)

*Program Leaders (GS 3-4/NF 2) Part-time (750 man hours per year, per 1,000 population)

D. Small Installation: (601-3,000)

1 – Liberty Program Coordinator, Full-time (GS 5-7/NF 3)

*Program Leaders (GS 3-4/NF 2) (Part-time 1,000 man hours per 1,000 population per year)

E. Extra-Small Installation: (<600)

1 – Liberty Program Coordinator, Full-time (GS 5-7/NF 3)

*Program Leaders (GS 3-4/NF 2) (Part-time 1,000 man hours per year)

**Note: CONUS small installation does not necessarily have a center to staff.

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**Score Sheet
Liberty
Metric 1.1**

Step 1 Find the staffing standard that applies to your installation. The number in parentheses refers to the total active duty population.

A. Extra Large Installation (>14,000)		A
Step 2	Circle the number in column A that applies to your program for each position in the standard. For program leaders, circle the highest number that applies.	Meet Standard
Program Coordinator, full-time (GS 9-11/ NF 4)		1
Program Assistant, full-time (GS 5-7/NF 3)		1
Program Assistant, full-time (GS 5-7/NF 3)		1
Program Leaders (GS 3-4/ NF 2) 500 man-hours per 1,000 population		
- 6,000 to 7,500 man-hours		3
- 4,500 to 5,999		2
- 3,000 to 4,499		1
- < 3,000		0
Step 3	Add the numbers you circled and enter total	

Step 4 Compute your percent compliance:

$$A \div 6 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 5. Enter your percent compliance in the performance block for metric 1.1

Step 6. Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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Percent of Compliance With Staffing Standard

Step 1 Find the staffing standard that applies to your installation. The number in parentheses refers to the total active duty population.

B. Large Installation (7,000-14,000)		A
Step 2	Circle the number in column A that applies to your program for each position in the standard.	Meet Standard
Program Coordinator, full-time (GS 7-9/ NF 3-4)		1
Program Assistant, full-time (GS 5-7/NF 3)		1
Program Leaders (GS 3-4/ NF 2) 500 man-hours per 1,000 population		
- First 2,500 hour requirement		1
- All additional hours required by the standard		1
Step 3 Add the numbers you circled and enter total		

Step 4 Compute your percent compliance:

$$A \div 4 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 1.1

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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Percent of Compliance With Staffing Standard

Step 1 Find the staffing standard that applies to your installation. The number in parentheses refers to the total active duty population.

C. Medium Installation (3,000-7,000)		A
Step 2	Circle the number in column A that applies to your program for each position in the standard.	Meet Standard
Program Coordinator, full-time (GS 7-9/ NF 3-4)		1
Program Assistant, full-time (GS 5-7/NF 3)		1
Program Leaders (GS 3-4/ NF 2) 750 man-hours per 1,000 population		
- First 1500 hour requirement		1
- All additional hours required by the standard		1
Step 3 Add the numbers you circled and enter total		

Step 4 Compute your percent compliance:

$$A \div 4 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 1.1

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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Percent of Compliance With Staffing Standard

Step 1 Find the staffing standard that applies to your installation. The number in parentheses refers to the total active duty population.

D. Small Installation (601-3,000)		A
Step 2	Circle the number in column A that applies to your program for each position in the standard.	Meet Standard
Program Coordinator, full-time (GS 5-7/ NF 3)		1
Program Leaders (GS 3-4/ NF 2) 1000 man-hours		1
Step 3	Add the numbers you circled and enter totals	

Step 4 Compute your percent compliance:

$$A \div 2 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 1.1

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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Percent of Compliance With Staffing Standard

Step 1 Find the staffing standard that applies to your installation. The number in parentheses refers to the total active duty population.

D. Extra-Small Installation (<600)		A
Step 2	Circle the number in column A that applies to your program for each position in the standard.	Meet Standard
Program Coordinator, full-time (GS 5-7/ NF 3)		1
Program Leaders (GS 3-4/ NF 2) 1000 man-hours		1
Step 3	Add the numbers you circled and enter totals	

Step 4 Compute your percent compliance:

$$A \div 2 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 1.1

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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**LIBERTY PROGRAM STANDARDS
PERSONNEL**

METRIC 1.2

Percent of Compliance With Qualification Standards

PURPOSE OF THIS METRIC	To measure the degree of compliance with prescribed qualification standards for all Liberty program staff.
REFERENCES/ SOURCES	<ul style="list-style-type: none">• BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
NOTES	

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Standards

- 1.2.1** Liberty Program Coordinator and Program Assistant are full-time positions and possess an undergraduate degree in recreation, leisure or similar field. The Liberty Coordinator has at least one year of supervisory experience in the recreation field. (Experience may substitute for the degree requirement)

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Percent of Compliance With Qualification Standards

**Score Sheet
Liberty
Metric 1.2**

Step 1 Find the staffing standard that applies to the program offered at your installation.

A. Extra Large Installation (>14,000)		A	B
Step 2 Circle the number in columns A and B that applies to your program for each position in the standard		Meet Degree Requirement	Meet Experience Requirement
Program Coordinator, full-time (GS 9-11/ NF 4)		1	1
Program Assistant, full-time (GS 5-7/NF 3)		1	N/A
Program Assistant, full-time (GS 5-7/NF 3)		1	N/A
Step 3 Add the numbers you circled numbers in each column and enter totals			

Step 4 Compute your percent compliance:

$$A + B \div 4 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 1.2

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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Percent of Compliance With Qualification Standards

Step 1 Find the staffing standard that applies to the program offered at your installation.

B. Large Installation (7,000-14,000)		A	B
Step 2	Circle the number in columns A and B that applies to your program for each position in the standard	Meet Degree Requirement	Meet Experience Requirement
Program Coordinator, full-time (GS 7-9/ NF 3-4)		1	1
Program Assistant, full-time (GS 5-7/NF 3)		1	N/A
Step 3	Add the numbers you circled in each column and enter totals		

Step 4 Compute your percent compliance:

$$A + B \div 3 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 1.2

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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Percent of Compliance With Qualification Standards

Step 1 Find the staffing standard that applies to the program offered at your installation.

C. Medium Installation (3,000-7,000)		A	B
Step 2	Circle the number in columns A and B that applies to your program for each position in the standard	Meet Degree Requirement	Meet Experience Requirement
Program Coordinator, full-time (GS 7-9/ NF 3)		1	1
Program Assistant, full-time (GS 5-7/NF 3)		1	N/A
Step 3	Add the numbers you circled in each column and enter totals		

Step 4 Compute your percent compliance:

$$A + B \div 3 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 1.2

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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Percent of Compliance With Qualification Standards

Step 1 Find the staffing standard that applies to the program offered at your installation.

D. Small Installation (600-3,000)		A	B
Step 2	Circle the number in columns A and B that applies to your program for each position in the standard	Meet Degree Requirement	Meet Experience Requirement
Program Coordinator, full-time (GS 5-7/ NF 3)		1	1

Step 3 Compute your percent compliance:

$$A + B \div 2 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 4 Enter your percent compliance in the performance block for metric 1.2

Step 5 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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Percent of Compliance With Qualification Standards

Step 1 Find the staffing standard that applies to the program offered at your installation.

E. Extra-Small Installation (<600)		A	B
Step 2	Circle the number in columns A and B that applies to your program for each position in the standard	Meet Degree Requirement	Meet Experience Requirement
Program Coordinator, full-time (GS 5-7/ NF 3)		1	1

Step 3 Compute your percent compliance:

$$A + B \div 2 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 4 Enter your percent compliance in the performance block for metric 1.2

Step 5 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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**LIBERTY PROGRAM STANDARDS
PERSONNEL**

METRIC 1.3

Percent of Compliance With Required Training Standards

PURPOSE OF THIS METRIC	To measure the degree of compliance with prescribed Liberty program staff training requirements.
REFERENCES/ SOURCES	<ul style="list-style-type: none">• BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
NOTES	

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Standards

- 1.3.1** Liberty Program Coordinator and Program Assistant (s) who have been aboard for a year or more have completed the Management Skills Training (MASTR) Course.
- 1.3.2** Liberty Program Coordinator and Program Assistant (s) who have been aboard for 18 months or more have completed the MWR Managers' Course.
- 1.3.3** All Liberty program staff who have been aboard for 90 days or more have completed the Star Service: Achieving Extraordinary Customer Relations program.
- 1.3.4** All Liberty program staff who have been aboard for 90 days or more have been trained/certified in CPR/First Aid and fire safety.
- 1.3.5** Liberty Program Coordinator and Program Assistant(s) have attended at least one professional or personal skill development class/workshops in the last year. (e.g., workshops, conferences, computer training, etc.).
- 1.3.6** Liberty Coordinator attends one local Familiarization (FAM) opportunity per quarter.

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Percent of Compliance With Required Training Standards

**Score Sheet
Liberty
Metric 1.3**

Step 1 Find the standard that applies to your program

A. Extra Large Installation (>14,000)		A	B	C	D
Step 2	Circle the number in each column that applies to your program for each position (if you meet the standard, circle the number).	Program Coordinator	Program Assistant	Program Assistant	Program Leaders (all)
Standards					
1.3.1					
1.3.2					
1.3.3					
1.3.4					
1.3.5					
1.3.6	1	N/A	N/A	N/A	
Step 3	Add the numbers you circled in each column and enter totals				

Step 4 Compute your percent compliance:

$$(A+B+C+D) \div 18 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 1.3

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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Percent of Compliance With Required Training Standards

Step 1 Find the standard that applies to your program

B. Large Installation (7,000 – 14,000) C. Medium Installation (3,000-7,000)		A	B	C
Step 2 Circle the number in each column that applies to your program for each position (if you meet the standard, circle the number). Standards		Program Coordinator	Program Assistant	Program Leaders (all)
1.3.1		1	1	N/A
1.3.2		1	1	N/A
1.3.3		1	1	1
1.3.4		1	1	1
1.3.5		1	1	N/A
1.3.6		1	N/A	N/A
Step 3 Add the circled numbers in each column and enter totals				

Step 4 Compute your percent compliance:

$$(A+B+C) \div 13 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 1.3

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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Percent of Compliance With Required Training Standards

Step 1 Find the standard that applies to your program

D. Small Installation (600-3,000) E. Extra-Small (<600)		A	B
Step 2 Circle the number in column A or B that applies to your program for each position (if you meet the standard, circle the number). Standards		Program Coordinator	Program Leaders (all)
1.3.1		1	N/A
1.3.2		1	N/A
1.3.3		1	1
1.3.4		1	1
1.3.5		1	N/A
1.3.6		1	N/A
Step 3 Add the numbers you circled in each column and enter totals			

Step 4 Compute your percent compliance:

$$(A+B) \div 8 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 1.3

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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**LIBERTY PROGRAM STANDARDS
FACILITIES**

METRIC 2.1

Percent Compliance with Facility Square Footage Standards

PURPOSE OF THIS METRIC	To measure the degree of compliance with prescribed square footage standards established for Liberty program facilities.
REFERENCES/ SOURCES	<ul style="list-style-type: none">• NAVFAC P-80 (740-54 Recreation Center)
NOTES	

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Percent Compliance With Facility Square Footage Standards

Standards

2.1.1 Liberty program facilities will be sized according to the total active duty population at the installation.

Active Duty Population	Square footage Range
A. Extra Large (>14,000)	10,901 – 15,900 sq. ft
B. Large (7,001-14,000)	6,601 – 10,900 sq. ft
C. Medium (3,000-7,000)	3,001 – 6,600 sq. ft
D. Small (600-3,000)	2,000 – 3,000 sq. ft
E. OCONUS Extra-Small (<600)	1,000-2,000 sq. ft.
F. CONUS Extra-Small (<600)	N/A

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Percent Compliance With Facility Square Footage Standards

**Score Sheet
Liberty
Metric 2.1**

Step 1 Find the facility standard for your installation

A. Active duty Population >14,000	A Total Sq. Ft	B % Compliance	C Score
	>10,900	100	10
	9,800 – 10,900	90	9
	8,700 – 9,879	80	8
	7,630 – 8,699	70	7
	6,540 – 7,629	60	6
	5,450 – 6,539	50	5
	4,360 – 5,449	40	4
	3,270 – 4,359	30	3
	2,180 – 3,269	20	2
	1,090 - 2,179	10	1
	< 1,090	0	0

Step 2 Find the total square footage of your facility (column A) in the chart for your size installation.

Step 3 Read % compliance figure straight across from square footage number on the standard for your installation. Place the appropriate % compliance from column B in the “performance” block for metric 2.1.

Step 4 Place the adjacent corresponding score from column C in the “score” block for metric 2.1.

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Percent Compliance With Facility Square Footage Standards

Step 1 Find the facility standard for your installation

B. CONUS/OCONUS Active duty Population 7,000-14,000	A Total Sq. Ft	B % Compliance	C Score
	>6,600	100	10
	5,940 – 6,599	90	9
	5,280 – 5,939	80	8
	4,620 – 5,279	70	7
	3,960 – 4,619	60	6
	3,300 – 3,959	50	5
	2,640 – 3,299	40	4
	1,980 – 2,639	30	3
	1,320 – 1,979	20	2
	660 – 1,319	10	1
	< 660	0	0

Step 2 Find the total square footage of your facility (column A) in the chart for your size installation.

Step 3 Read % compliance figure straight across from square footage number on the standard for your installation. Place the appropriate % compliance from column B in the “performance” block for metric 2.1.

Step 4 Place the adjacent corresponding score from column C in the “score” block for metric 2.1.

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Percent Compliance With Facility Square Footage Standards

Step 1 Find the facility standard for your installation

C. Medium Active Duty Population 3,000-7,000	A Total Sq. Ft	B % Compliance	C Score
	>3,000	100	10
	2,900-2,999	90	9
	2,800-2,899	80	8
	2,700-2,799	70	7
	2,600-2,699	60	6
	2,500-2,599	50	5
	2,400-2,499	40	4
	2,300-2,399	30	3
	2,200-2,299	20	2
	2,100-2,199	10	1
	<2,099	0	0

Step 2 Find the total square footage of your facility (column A) in the chart for your size installation.

Step 3 Read % compliance figure straight across from square footage number on the standard for your installation. Place the appropriate % compliance from column B in the “performance” block for metric 2.1.

Step 4 Place the adjacent corresponding score from column C in the “score” block for metric 2.1.

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Percent Compliance With Facility Square Footage Standards

Step 1 Find the facility standard for your installation

D. Small Active duty Population 600-3000	A Total Sq. Ft	B % Compliance	C Score
	>2,000	100	10
	1,900-1,999	90	9
	1,800-1,899	80	8
	1,700-1,799	70	7
	1,600-1,699	60	6
	1,500-1,599	50	5
	1,400-1,499	40	4
	1,300-1,399	30	3
	1,200-1,299	20	2
	1,100-1,199	10	1
	<1,100	0	0

Step 2 Find the total square footage of your facility (column A) in the chart for your size installation.

Step 3 Read % compliance figure straight across from square footage number on the standard for your installation. Place the appropriate % compliance from column B in the “performance” block for metric 2.1.

Step 4 Place the adjacent corresponding score from column C in the “score” block for metric 2.1.

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Percent Compliance With Facility Square Footage Standards

Step 1 Find the facility standard for your installation

D. OCONUS Extra-Small Active duty Population <600	A Total Sq. Ft	B % Compliance	C Score
	>1,000	100	10
	900-999	90	9
	800-899	80	8
	700-799	70	7
	600-699	60	6
	500-599	50	5
	400-499	40	4
	300-399	30	3
	200-299	20	2
	100-199	10	1
	<100	0	0

Step 2 Find the total square footage of your facility (column A) in the chart for your size installation.

Step 3 Read % compliance figure straight across from square footage number on the standard for your installation. Place the appropriate % compliance from column B in the “performance” block for metric 2.1.

Step 4 Place the adjacent corresponding score from column C in the “score” block for metric 2.1.

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**LIBERTY PROGRAM STANDARDS
FACILITIES**

METRIC 2.2

Percent Compliance With Maintenance Elements Standards

PURPOSE OF THIS METRIC	To determine if adequate APF financial resources are being applied to the maintenance of Liberty facilities.
REFERENCES/ SOURCES	<ul style="list-style-type: none">••
NOTES	

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Standards

- 2.2.1** The amount of APF spent on building maintenance annually is at least 4.0% of Current Plant Value (CPV). Any nonappropriated funds utilized for facility maintenance may not be counted in determining compliance with this standard.
- 2.2.2** A facility maintenance program is in place that documents inspection results and maintenance actions taken.

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Percent Compliance With Maintenance Elements Standards

**Score Sheet
Liberty
Metric 2.2**

Step 1 Circle the score you achieved for each standard listed below. (If you meet 2.2.2, circle the “1” in column C – if not, leave uncircled.)

Standard	A % CPV	B % Compliance	C Score
2.2.1	4.0	100	10
	3.5	90	9
	3.0	80	8
	2.5	70	7
	2.0	60	6
	1.5	50	5
	1.2	40	4
	.9	30	3
	.6	20	2
	.3	10	1
	0	0	0
2.2.2			1
Step 2 Add the circled numbers in column C and enter the total.			

Step 3 Compute your percent compliance:

Total in column C \div 11 x 100 = % Compliance

Your % Compliance

Step 4 Enter your percent compliance in the performance block for metric 2.2

Step 5 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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**LIBERTY PROGRAM STANDARDS
FACILITIES**

METRIC 2.3

Percent Compliance With Qualitative Facility Standards

PURPOSE OF THIS METRIC	To determine the degree to which Liberty program facilities comply with prescribed standards for programming areas within their structures.
REFERENCES/ SOURCES	<ul style="list-style-type: none">• BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
NOTES	

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Liberty Program facilities shall contain the following areas. These program elements are considered essential or core.

Standards

- 2.3.1** Computer area
- 2.3.2** Control Counter
- 2.3.3** Video game stations
- 2.3.4** Table gaming (pool tables, foosball, air-hockey, etc.)
- 2.3.5** TV lounge
- 2.3.6** Exterior, highly visible sign with the standard Liberty logo

Liberty Program facilities may contain the following non-essential areas. Although they are considered non-essential, they provide additional value to the Liberty Program.

- Music/Band room
- Outdoor deck/patio area
- Laundry facilities
- Phone rooms
- Mini/personal storage
- Resale snack area

- Equipment Storage
- Staff Office
- Reading/Quiet area
- Mini-theater

Percent Compliance With Qualitative Facility Standards

**Score Sheet
Liberty
Metric 2.3**

	A
Step 1 Circle the number in column A for each standard met Standards	Meet Standard
Core Areas	
2.3.1	1
2.3.2	1
2.3.3	1
2.3.4	1
2.3.5	1
2.3.6	1
Step 2 Add the circled numbers and enter total	

Step 3 Compute your percent compliance:

$$A \div 6 = \% \text{ Compliance}$$

Your % Compliance

Step 4 Enter your percent compliance in the performance block for metric 2.3

Step 5 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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LIBERTY PROGRAM STANDARDS PROGRAMMING

METRIC 3.1

Percent Compliance With Programming Standards

PURPOSE OF THIS METRIC

To determine the level of compliance with prescribed programming standards for Liberty Centers

REFERENCES/ SOURCES

- MWR Managers' Desk Reference, Vol. 1
- BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs

NOTES

The activities and frequencies listed below are minimum Liberty standards. Your programmed activities/events may be greater in number. However, if they are consistently fewer in number, you may not be meeting your customers' needs.

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Standards

3.1.1 Directed Activities:

- Activities that are led/programmed by a professional, the Liberty Coordinator, or a trained staff member.
- **Frequency:** 3 times per week

3.1.2 Filler Activities:

- A planned activity that is led by a trained paid or volunteer staff member. These activities are generally less complex than a directed activity.
- **Frequency:** 2 times per week

3.1.3 Special Interest Group/Club:

- Customers/patrons that share a special interest such as computers, games, chess, outdoor adventure, etc.
- **Frequency:** 1 time per week

3.1.4 Skills/Knowledge Classes:

- A scheduled training, instruction and/or specialized guidance led by a paid or volunteer staff member or contracted professional.
- **Frequency:** 1 time per week

3.1.5 Theme Activities:

- Activities that focus on a central idea or concept, such as holidays, an occurrence, or common interest.
- **Frequency:** 1 per month

3.1.6 Community-Wide Activities:

- Activities that are comprised of six or more theme activity elements and are also coordinated with other base departments and/or community agencies.
- **Frequency:** 1 per quarter

3.1.7 Special Entertainment:

- Live entertainment from in-house talent or “no talent” shows, dinner theater, and comedy nights to DoD touring shows, battles of the bands and commercial rock concerts.
- **Frequency:** 1 per quarter

3.1.8 Competitions:

- Any event challenging the participant’s mental, physical, and or social skills.
- **Frequency:** 1 time per week

3.1.9 Trips And Outings:

- Virtually any recreational activity or area of interest can be explored in the trip and outing format.
- **Frequency:** 1 day trip per week; and 2 overnight trips per year

Programmed Recreation Outreach: The purpose of outreach through programmed recreation is to raise community-wide awareness of the Liberty Program, create interest and motivation in the target audience, promote volunteerism and civic-minded activities, provide alternative recreation opportunities and increase participation in Liberty activities and events. (E.g., barracks bash, pier barbecue, galley birthday party, base beautification project, volunteers at a youth sports clinic, etc.)

3.1.10 One programmed outreach activity/event of a recreational nature.

- Frequency: 1 per month

3.1.11 One programmed outreach activity/event of a voluntary/civic-minded nature.

- Frequency: 1 per quarter

<p>NOTE: Small installations may reduce the frequency of activities by 50%, but the variety must be maintained to meet the standards.</p>

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**Score Sheet
Liberty
Metric 3.1**

	A
Step 1 Circle the number in column A for each standard met Standards	Meet Standard
3.1.1	1
3.1.2	1
3.1.3	1
3.1.4	1
3.1.5	1
3.1.6	1
3.1.7	1
3.1.8	1
3.1.9	1
3.1.10	1
3.1.11	1
Step 2 Add the circled numbers and enter total	

Step 3 Compute your percent compliance:

$$A \div 11 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 4 Enter your percent compliance in the performance block for metric 3.1

Step 5 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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**LIBERTY PROGRAM STANDARDS
PROGRAMMING**

METRIC 3.2

Percent Compliance With Outreach Requirements

PURPOSE OF THIS METRIC	To determine the degree to which the Liberty program complies with prescribed standards for communication and outreach activities.
REFERENCES/ SOURCES	<ul style="list-style-type: none">• BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs• NPC MWR Managers’ Desk Reference, Vol 1
NOTES	<p>Communication Outreach: The purpose of communication outreach is to raise awareness of the Liberty Program, obtain input and support from leadership and improve participation in Liberty activities and events. It includes public relations and networking with the target audience, with command/ship/squadron leadership, MWR colleagues and the base/community. (e.g., unit/command indoctrination classes, command visits, Command Master Chiefs meetings, galley and barracks visits, etc.)</p>

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Standards

- 3.2.1**

 - Liberty Staff actively participates at unit/command indoctrination classes or General Military Training (GMT).
 - **Frequency** – as scheduled by unit or command.
- 3.2.2**

 - Liberty Coordinator meets with senior enlisted advisors.
 - **Frequency** – at least once each quarter.
- 3.2.3**

 - Liberty Staff makes face-to-face visits to all commands and units.
 - **Frequency** – minimum of one visit each month.
- 3.2.4**

 - Liberty Staff visits galley and barracks.
 - **Frequency** – minimum of one visit each month to each location.
- 3.2.5**

 - Liberty Coordinator meets with MWR program managers (e.g., Fleet Recreation Coordinator, Outdoor Recreation, ITT, Community Recreation, etc.).
 - **Frequency** - minimum one visit per month with each manager.

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Percent Compliance With Outreach Requirements

**Score Sheet
Liberty
Metric 3.2**

	A
Step 1 Circle the number in column A for each standard met	Meet Standard
Standards	
3.2.1	
3.2.2	
3.2.3	
3.2.4	
3.2.5	1
Step 2 Add the circled numbers and enter total	

Step 3 Compute your percent compliance:

$$A \div 5 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 4 Enter your percent compliance in the performance block for metric 3.2

Step 5 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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**LIBERTY PROGRAM STANDARDS
PROGRAMMING**

METRIC 3.3

Percent Compliance With Hours of Operation

PURPOSE OF THIS METRIC	To determine the degree to which the Liberty program complies with prescribed operating hour standards.
REFERENCES/ SOURCES	<ul style="list-style-type: none">• BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
NOTES	Hours of operation for the Liberty Center should be established to meet customer demand and to allow patrons who work irregular duty hours reasonable access to the facility. On each installation, customers/patrons should have access to the Liberty Center during duty and non-duty times.

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Standards

- 3.3.1** Facility open at least 100 hours per week.
- 3.3.2** Facility open all Saturdays and Sundays.
- 3.3.3** Facility open all holidays.
- 3.3.4** Professional program leadership is aboard during peak usage times.

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Percent Compliance With Hours of Operation

**Score Sheet
Liberty
Metric 3.3**

Step 1 Circle the score you achieved for each standard listed below. (If you meet 3.3.2 and 3.3.3, circle the “1” in column B – if not, leave uncircled.)

	A	B
Standards	Hours Open Per Week	Score
3.3.1	>100	10
	90-99	9
	80-89	8
	70-79	7
	60-69	6
	50-59	5
	40-49	4
	30-39	3
	20-29	2
	10-19	1
	<10	0
3.3.2		1
3.3.3		1
Step 2	Add the circled numbers in column B and enter the total.	

Step 3 Compute your percent compliance:

Total in column B ÷ 12 x 100 = % Compliance

Your % Compliance

Step 4 Enter your percent compliance in the performance block for metric 3.3.

Step 5 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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**LIBERTY PROGRAM STANDARDS
EQUIPMENT**

METRIC 4.1

Percent Compliance With Equipment Type Standards

PURPOSE OF THIS METRIC	To determine the degree to which the Liberty program has the correct types of patron use equipment in its inventory.
REFERENCES/ SOURCES	<ul style="list-style-type: none">• BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
NOTES	All equipment must meet industry standards and trends (e.g., “cutting edge” or “state of the art”) and is determined by customer demand/satisfaction. Furnishings meet the demand of the customers and facility.

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The following equipment is considered essential or core to the Liberty Program.

Standards

4.1.1 Computer stations with free /no more than \$1/hr internet access and printers

4.1.1.1 Waiting time for a computer station does not exceed one hour during peak use times.

4.1.2 Free access electronic video game systems

4.1.2.1 Waiting time for electronic games does not exceed one hour during peak use times

4.1.3 Free access table games (e.g., regulation pool tables, Foosball, ping-pong, air-hockey, or shuffleboard)

4.1.3.1 Waiting time for table games does not exceed one hour during peak use times

4.1.4 Large screen television

The following equipment is considered non-essential. It does, however, provide additional value to the Liberty Program.

- Board games w/tables and chairs
- Snack/food service equipment
- Passenger van
- Music recording/performance equipment

- PA/Music system
- Patio/deck furniture
- Lounge/quiet area (w/tables, sofas, etc.)
- Video surveillance system

Percent Compliance With Equipment Type Standards

**Score Sheet
Liberty
Metric 4.1**

	A
Step 1 Circle the number in column A for each standard met	Meet Standard
Standards	
Core Equipment	
4.1.1 Computer Stations	1
4.1.1.1 Computer wait time	1
4.1.2 Electronic Video Games	1
4.1.2.1 Video games wait time	1
4.1.3 Table Games	1
4.1.3.1 Table games wait time	1
4.1.4 Large Screen TV	1
Step 3 Add the circled numbers and enter total	

Step 4 Compute your percent compliance:

$$A \div 7 = \% \text{ Compliance}$$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 4.1

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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**LIBERTY PROGRAM STANDARDS
EQUIPMENT**

METRIC 4.2

Percent Compliance With Equipment Lifecycle Standards

**PURPOSE
OF THIS
METRIC**

To determine the percentage of equipment that is replaced routinely as the result of age/lifecycle requirements.

**REFERENCES/
SOURCES**

- MWR IPT Program Support Group recommended business practice

NOTES

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Standards

4.2.1 At least 20% of the total value of program equipment is replaced annually.

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Percent Compliance With Equipment Lifecycle Standards

**Score Sheet
Liberty
Metric 4.2**

Step 1 Compute your level of replacement per year.

A Total value of Liberty Center equipment on hand _____

B Total APFs expended for equipment replacement
in the last year. _____

Line B ÷ Line A x 100 = % replaced _____

% Replaced	% Compliance	Score
>20	100	10
18-19.9	90	9
16-17.9	80	8
14-15.9	70	7
12-13.9	60	6
10-11.9	50	5
8-9.9	40	4
6-7.9	30	3
4-5.9	20	2
2-3.9	10	1
<2	0	0

Step 2 Find your % percent compliance (adjacent to the approximate % replaced)
and enter it in the performance block for this metric.

Step 3 Find the corresponding “score” in enter it in the score block for this metric.

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LIBERTY PROGRAM STANDARDS EQUIPMENT

APF Score Sheet Equipment and Supplies

PURPOSE OF THIS SCORE SHEET

To determine the amount of APF funding needed for equipment and supplies.

REFERENCES/ SOURCES

- NAVSO P-1000
 - BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
-

NOTES

The amount of APFs needed by the program and the amount actually received must be computed locally because the method used involves the determination of on-hand inventories. The totals submitted will be aggregated by program, region, claimancy and Navy wide to determine the amount of APFs required for equipment and supplies to operate a Liberty program at the C1 level.

As a rule of thumb, 25% of the value of all NAF and APF property (both minor property and fixed assets) should be expended annually for routine repairs and replacements and to adequately provide for routine program supplies and other operating expenses.

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Score Sheet
Liberty
Equipment and Supplies

Compute your total APF support authorization for equipment and supplies as follows:

- A. Amount required to purchase any additional equipment your program needs to comply with the equipment standards in 4.1. _____
- B. 25% of the value of your current property inventory. (See 4.2.) _____
- C. Total _____

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**LIBERTY PROGRAM STANDARDS
ADMINISTRATION**

METRIC 5.1

Percentage Compliance With Administrative Requirements

PURPOSE OF THIS METRIC	To determine the degree to which the Liberty program complies with administrative requirements not addressed in previous standards.
REFERENCES/ SOURCES	<ul style="list-style-type: none">• NPC MWR Managers’ Handbook, Vols. 1-4.• BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
NOTES	

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Standards

- 5.1.1** Hourly, daily, monthly and annual patron usage of Liberty Center and program/event participation is tracked and recorded.
- 5.1.2** A detailed activity plan is prepared and filed for each trip or outing and special event. A detailed activity plan is prepared and on file for such other activities and events which will provide staff with sufficient information to properly execute or monitor and evaluate the activity.
- 5.1.3** Promotion and publicity methods utilize all available promotion/publicity outlets (e.g., Plan of the Day, TV/Radio, E-mail, MWR facilities, NEX, etc.).
- 5.1.4** Liberty Program activities and events are published at least monthly and made available to unaccompanied personnel using such media as calendars, brochures, newspaper, websites, etc.
- 5.1.5** All drivers for Liberty sponsored trips possess appropriate vehicle operator's licenses.
- 5.1.6** A customer comment card program consisting of gathering and handling both positive and negative comments is implemented. Maximum comment response time is 48 hours.
- 5.1.7** Customer feedback surveys are conducted and documented semi-annually. Survey method includes one or more of the following:
- interviews.
 - written survey (e.g., Pulse Point).
 - focus groups.

- 5.1.8** Program evaluations are collected for each activity/event/trip.
- 5.1.9** A program/customer needs assessment is conducted at least semi-annually.
- 5.1.10** Liberty Center is located ½ mile or less from barracks and/or ships or other high traffic areas.
- 5.1.11** Center based activities and events are alcohol and tobacco free.
- 5.1.12** Interior design décor/scheme is non-military looking and determined by customer survey.
- 5.1.13** Liberty logo to appear outside facility entrance and in all promotion and publicity.
- 5.1.14** A system is in place to track downtime for core program equipment.
- 5.1.15** Prompt action is taken to repair/replace core program equipment that is out of service.

Percentage Compliance With Administrative Requirements

**Score Sheet
Liberty
Metric 5.1**

	A
Step 1 Circle the number in column A for each standard met	Meet Standard
Standards	
5.1.1	1
5.1.2	1
5.1.3	1
5.1.4	1
5.1.5	1
5.1.6	1
5.1.7	1
5.1.8	1
5.1.9	1
5.1.10	1
5.1.11	1
5.1.12	1
5.1.13	1
5.1.14	1
5.1.15	1
Step 3 Add the circled numbers and enter total	

Step 4 Compute your percent compliance:

$$A \div 15 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 5.1

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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